



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Frontier North Inc.
for quarter ending September 30, 2012

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$4,034.37	\$13,766.79	\$4,424.04	\$22,225.20
B. Number of credits issued for repairs - 24 - 48 hours	454	1,090	396	1,940
C. Number of credits issued for repairs - 48 - 72 hours	102	321	127	550
D. Number of credits issued for repairs - 72 - 96 hours	27	154	49	230
E. Number of credits issued for repairs - 96 - 120 hours	9	73	15	97
F. Number of credits issued for repairs > 120 hours	18	73	12	103
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	528	693	1,220	2,441
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$1,793.49	\$1,218.99	\$5,452.00	\$8,464.00
B. Number of installations after 5 business days	8	9	18	35
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	11	16	24	51
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1,869	2,693	1,935	6,497
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$1,450.00	\$3,050.00	\$974.00	\$5,474.00
B. Number of customers receiving credits	29	61	20	110
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	36	123	73	232

Comments